

EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

Which Service Management Function (SMF) or Operations Management Review (OMR) needs to ensure that the key operational knowledge remains current and accessible to all members of the operations staff?

- A. Workforce Management
- B. Operations Review
- C. Service Level Agreement (SLA)
- D. Release Management

Correct Answer: B

QUESTION 2

What is the IT service lifecycle composed of?

- A. Build phase, Deliver phase, Operate phase, Manage layer
- B. Manage Layer, Plan phase, Deploy phase, Operate phase
- C. Manage Layer, Plan phase, Deliver phase, Operate phase
- D. Plan phase, Develop phase, Operate phase, Manage phase

Correct Answer: C

QUESTION 3

Which of the following is a key component of the MOF Process Model?

- A. Operations Management Reviews
- B. Procedures
- C. Project Reviews
- D. Roles

Correct Answer: A

QUESTION 4

Which of the following is one of the key objectives to focus on in delivering a portfolio of IT services to the business?

- A. Effectively and efficiently deploy service solutions to users

- B. Establish clear project goals, roles and responsibilities
- C. Excellence in technology
- D. To provide an approach to assessing software process maturity

Correct Answer: A

QUESTION 5

Which Service Management Function (SMF) has Network hardware configuration as a key concept?

- A. Configuration Management
- B. Infrastructure Management
- C. Network Administration
- D. Security Management

Correct Answer: C

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